

### **CONTROL CENTER OPERATOR**

# Purpose:

To actively support and uphold the City's stated mission and values. To monitor, control and operate the City's water treatment facilities through the use of a computerized control system.

# **Supervision Received and Exercised:**

Receives direction from a Control Center Supervisor or other supervisory or management staff.

#### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Monitor, interpret and evaluate data received regarding treatment plant operations, and remote facilities (i.e. wells, booster stations, reservoirs, wastewater lift stations, and wastewater metering stations) through the use of a SCADA (Supervisory Control and Data Acquisition) computerized control system;
- Respond to alarms, equipment failures and security alarms; determine cause and take necessary corrective action;
- Advise plant operators and field site personnel on various matters of field site or plant processes when required;
- Monitor the City's water treatment operations to ensure compliance with federal, state and local requirements, regulations and ordinances, such as the Safety Drinking Water Act;
- Adjust plant production, distribution system pumping rates, and water treatment chemicals to maximize operational effectiveness;
- Maintain communication with plant operators at all times; advise plant operators or field site personnel of changes necessary to ensure efficient operation;

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- Perform dispatching duties during emergency situations in the water/wastewater distribution and collection system; notify appropriate emergency personnel, management and other agencies in the event of an emergency; procure equipment and material as required;
- Advise Control Center Supervisor of plant conditions and potential problems in treatment facilities operations as needed;
- Operate a security monitoring system and respond to security alarms; determine cause and take necessary corrective action including notifying the Water Utility Division Security personnel as needed;
- Collect, analyze and interpret water quality data on a daily basis; maintain written daily logs; monitor process control variables and program adjustments as required; and initiate appropriate corrective treatment/operational action as needed;
- Analyze trending graphs and logs to forecast raw water usage and order daily requirements;
- Detect analyze and report any potential problems within the SCADA system which are not consistent with established operating guidelines;
- Communicate orally and in writing with plant staff, supervisory, and emergency personnel concerning both routine and emergency situations;
- Work cooperatively with other City employees, various levels of management, and the public, often in stressful situations'
- Receive, investigate, analyze, and resolve difficult customer service complaints with tact and diplomacy;
- Work any shift in a 24 hour period, including day, evening, midnight, weekend, and holiday shifts, including callout or callback at any time due to staff shortages or emergencies in order to facilitate and sustain operations;
- Monitor security for all remote water treatment facilities utilizing the SCADA monitoring system; maintain safe working environment in control center and treatment facilities by maintaining established policies, procedures and operating guidelines;
- Operate computers and general office equipment. Create and/or maintain: operational procedures, records, spreadsheets, documents, logs, etc. Perform general queries within various databases (e.g., work order, billing, customer service, GIS, etc.);

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Perform related duties as assigned.

**Minimum Qualifications:** 

**Experience:** 

Three years of increasingly responsible experience performing complex plant operations duties in a water treatment facility, including six months experience with a computerized plant monitoring system comparable to SCADA.

Education:

Equivalent to completion of the twelfth grade supplemented by specialized training in chemistry, biology, mathematics or a degree related to the core functions of this

position.

Licenses/Certifications:

Possession of, or required to obtain within one year of hire, a Level III Water Operations Certification and a Level I Wastewater Operations Certification issued by the State of Arizona.

A Level I Wastewater Collection Certification and/or Level I Water Distribution Certification issued by the State of Arizona is preferred.

**Examples of Physical and/or Mental Activities:** 

(Pending)

**Competencies:** 

(Pending)

Job Code: 201

Status: Non-Exempt / Classified

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